

## Draft Goals, Objectives, and Activities

### Principle: Accountability

**Goal 1: Achieve maximum value of information through the active management of information technology.**

- Objective 1: Increase use of consolidated platforms and shared services.
- Objective 2: Recruit, train, and retain a highly skilled workforce.
- Objective 3: Strengthen and expand information technology partnerships.
- Objective 4: Develop and implement management processes for using information.

#### Activities

- Strategize and implement server virtualization and service consolidation where appropriate.
- Identify statutes, rules, and requirements and develop strategies for the following shared enterprise services: electronic signatures, electronic records, email archiving.
- Identify and reduce barriers to encourage agencies to share resources and adopt common business models.
- Develop an IT Human Capital Management Plan.
- Develop and exploit opportunities for government-government and public-private partnership for the deployment of a cost-effective information system.
- Develop a strategy/framework based upon good practices to exchange statewide information.

### Principle: Aggressive Use

**Goal 2: Aggressively use technology to extend capabilities that enhance, improve, and streamline service delivery.**

- Objective 1: Seek out and Implement innovative information technology solutions.
- Objective 2: Enhance collaboration
- Objective 3: Increase use of seamless cross-boundary information solutions

#### Activities

- Develop a strategy for how and when cloud services should be reviewed and implemented and use in moving a shared service to the cloud.
- Implement a shared information repository to facilitate knowledge sharing.
- Increase public awareness of services available / Increase services visibility of internet portal.

### Principle: Availability

**Goal 3: Build an interoperable foundation (infrastructure/architecture) that provides citizens and employees of the state access to information however and whenever they need it.**

- Objective 1: Explore and implement technology to enhance accessibility, availability, and usability of information.
- Objective 2: Leverage robust technology platforms.
- Objective 3: Document and implement repeatable technology management processes.

#### **Activities**

- Establish architectural and operational standards to provide a framework for all state IT operations.
- Develop strategies and work plans to confront the issue of legacy application portfolio management.
- Develop a long-term strategy for mobile computing to provide the workforce with greater flexibility and agility.
- Identify good practices such as CMMI, ITIL, and ITSM and institutionalize in the management processes for IT.

#### **Principle: Compliance**

##### **Goal 4: Enhance the reliability and security of the state's information systems.**

- Objective 1: Develop and implement an Information Risk Management Program.
- Objective 2: Identify and document compliance requirements.
- Objective 3: Streamline and unify information security processes in accordance with industry good practices.

#### **Activities**

- Document and implement processes for risk identification, evaluation, management, and mitigation using a common set of metrics to accurately measure and improve the state's risk posture.
- Develop the methodology and framework for ensuring compliance to legal and regulatory requirements.
- Review and update enterprise and agency security and privacy policies, standards, and guidelines that support an agile, adaptable, and resilient technology infrastructure, and provide for the proper protection of citizen's personal information.

#### **Principle: Governance**

##### **Goal 5: Develop and implement an information technology governance structure for delivery of expected benefits.**

- Objective 1: Develop and utilize an enterprise architecture.
- Objective 2: Coordinate and leverage state technology investments.
- Objective 3: Provide ongoing review of capital information technology projects.
- Objective 4: Align technology investments with the state's overall goals, priorities, and mission objectives.

## Activities

- Institutionalize the use of enterprise architecture in making business decisions to reduce redundancies, improve data sharing and interoperability.
- Identify and exploit opportunities to provide services through the enterprise or collaborative communities of interest versus single agency approaches.
- Continuously analyze the enterprise technology environment for strengths, weaknesses, opportunities and threats to increase responsiveness to change and contribute to a cycle of iterative improvement.
- Establish and monitor IT project performance measures to provide stakeholders with clear performance feedback and allow swift corrective action when needed.
- Create mechanisms to ensure project compliance with IT policies, standards, terms and conditions, and guidelines.
- Develop a capital planning process that supports the defining and prioritizing of IT investments, improved project management and oversight, and training.